

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK**

FINAL EXAMINATION PAPER DECEMBER 2015

**TITLE OF PAPER: INTRODUCTION TO SOCIAL WORK AND THE HELPING
PROCESS**

COURSE CODE: SWK 113

TIME ALLOWED: TWO (2) HOURS

**INSTRUCTIONS: QUESTION 1 IS COMPULSORY AND ANSWER ANY
OTHER TWO (2) QUESTIONS
ALL QUESTIONS CARRY EQUAL MARKS**

MARKS: 100

QUESTION PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED

Question 1 (Compulsory)

Instruction - Choose a response for questions A – D, and for question E – F write a short essay

- A. The interview in the social work helping process accomplishes all of the following major social work tasks, EXCEPT:
- a. The establishment of rapport
 - b. The gathering of information necessary for assessment
 - c. The enactment of a therapeutic process
 - d. The acquisition of declarative knowledge
- B. A generalist planned change process in social work practice consists of:
- a. Engagement and Assessment
 - b. Planning and Contracting
 - c. Goal Setting and Evaluation
 - d. All of the above
- C. All of the following are indicators that the social work helping process is not going well EXCEPT:
- a. The client frequently misses, cancels, or is tardy to appointments
 - b. The client asks questions and seeks information about which the worker is not knowledgeable
 - c. The client rambles on at length; focuses on irrelevant matters or details
 - d. The client minimizes the problem or claims miraculous improvement
- D. Social work casework is defined as;
- a. A method of helping people to solve problems that is individualized, scientific, and artistic
 - b. A method that helps individuals with personal as well as external and environmental matters
 - c. A method of helping clients through a relationship that taps into personal and other resources for coping with problems
 - d. All of the above
- E. In what ways does sympathy differ from empathy in the social work context?
- F. Social work is a profession; briefly discuss the reasons why it is a profession?

Question 2

- a. What is social work?
- b. With the use of an example define the concept of social welfare
- c. The Ecological Theory is a subset of the Systems Theory and it defines the three levels of systems as micro, mezzo and macro. Discuss what each of these systems mean.

Question 3

Social work as a profession is grounded on values and ethics. With relevant examples, discuss the social work values and ethics

Question 4

The profession of Social work can be grouped into the following three functions:

- a. Restoration of impaired capacity
- b. Provision of individual and social resources
- c. Prevention of social dysfunction

With valid examples, discuss and demonstrate your understanding of these functions

Question 5

Define the following concepts:

- a. Client System
- b. Cultural Competence
- c. Social Worker as Mobilizer
- d. Initiator System
- e. Professional System